



SIB 61 07 21

2021-09-08

NOISES FROM THE STEERING SWITCH CLUSTER AREA

MODEL

F22 (2 Series Coupe)	F23 (2 Series Convertible)	F30 (3 Series Sedan)	F31 (3 Series Sports Wagon)
F32 (4 Series Coupe)	F33 (4 Series Convertible)	F34 (3 Series Gran Turismo)	F36 (4 Series Gran Coupe)
F44 (2 Series Gran Coupe)	F80 (M3 Sedan)	F82 (M4 Coupe)	F83 (M4 Convertible)
F90 (M5 Sedan)	F91 (M8 Convertible)	F92 (M8 Coupe)	F93 (M8 Gran Coupe)
F95 (X5 M Sports Activity Vehicle)	F96 (X6 M Sports Activity Coupe)	F97 (X3 M Sports Activity Vehicle)	F98 (X4 M Sports Activity Coupe)
G01 (X3 Sports Activity Vehicle)	G02 (X4 Sports Activity Coupe)	G05 (X5 Sports Activity Vehicle)	G06 (X6 Sports Activity Coupe)
G07 (X7 Sports Activity Vehicle)	G12 (7 Series Sedan)	G14 (8 Series Convertible)	G15 (8 Series Coupe)
G16 (8 Series Gran Coupe)	G20 (3 Series Sedan)	G22 (4 Series Coupe)	G23 (4 Series Convertible)
G29 (Z4 Roadster)	G30 (5 Series Sedan)	G32 (640i xDrive Gran Turismo)	G80 (M3 Sedan)

SITUATION

Groaning, scraping, or squeaking noise coming from the steering wheel area in the interior of the vehicle, when turning the steering wheel.

CAUSE

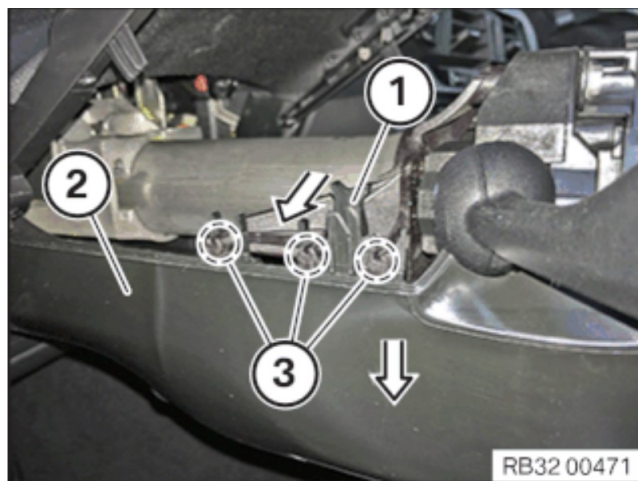
The noise can be caused by any of the following possible situations:

- The steering column switch cluster is not correctly mounted/aligned, or the sliding tape / lack of lubrication causing the noise
- The coil spring cassette generates noises
- Steering column shroud not installed correctly
- Noises from the steering column

PROCEDURE

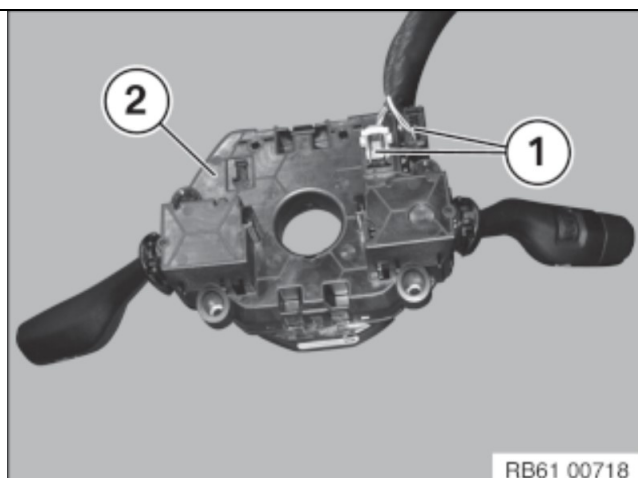
In case of a customer complaint, proceed as follows in order to find the source/cause of the noise.

	<p>1. Disassemble the steering column shroud as per REP 32 31 020 (included in 61 31 008) Removing and installing lower part of steering column shroud and turn the steering wheel from one limit position to the other while stationary.</p> <p>Is the noise still present?</p>
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No: Mount the steering column shroud correctly according to the repair instructions and turn it to test whether the noise is still present.

YES: Proceed to next step



2. Disassemble the steering wheel and remove the steering column switch cluster (SZL) (2) as per **REP 61 31 008** Removing and installing steering column switch cluster

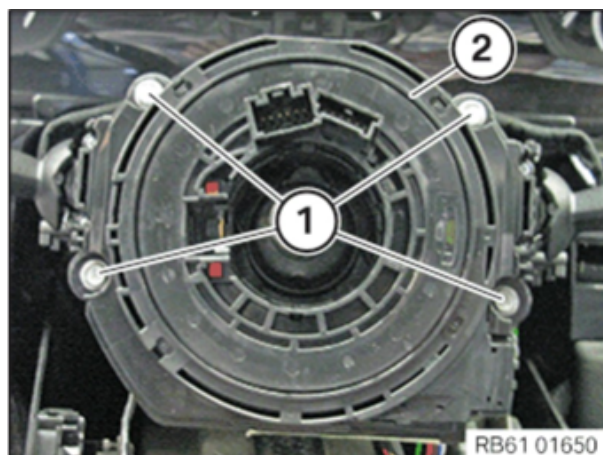
Note: Put the wheels in the straight-ahead position.

Re-install the steering wheel without the SZL according to repair instructions and turn the steering wheel from one limit position to the other while stationary.

Is the noise still present?

YES: Carry out further diagnosis in the steering column, in this case the (SZL) steering column switch cluster / coil spring cassette is not the cause of the noise.

NO: Proceed to next step



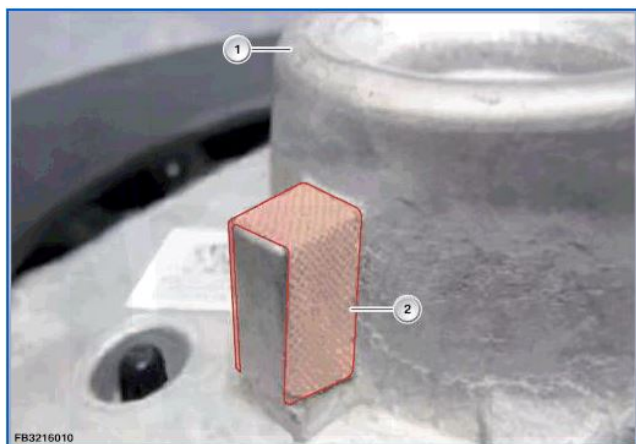
3. Remount the steering column switch (2) cluster correctly

Important:

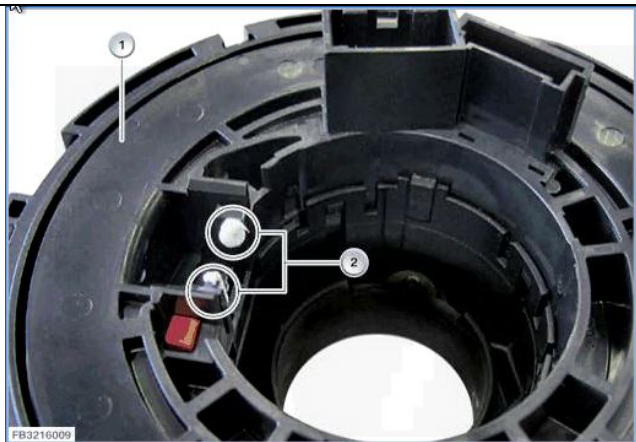
Press the steering column switch cluster onto the bolt up to the limit position and center it.

Tighten the four screw connections crosswise with the predefined torque, according to the repair instructions.

Check whether a sliding tape is bonded on the drive flange on the steering wheel.



If adhesive tape (white or black) is affixed on the drive flange on the steering wheel, remove it and clean the bonding surfaces (2) with safety solvent cleaner (P/N 83 19 2 451 316).



Then grease the coil spring cassette and steering wheel.

Apply lubricant

Use the following grease-
Klübersynth LF44-22 (83 23 0 396 713)

Mount the steering wheel and turn it to test whether the noise is still present.

Is the noise still present?

Yes: Replace the coil spring cassette according to the repair instructions.

No: No further action needed.

PARTS INFORMATION

Obtain and confirm the part numbers for your specific vehicle by entering the chassis number in either ETK or AIR which takes into account specific equipment and/or options.

Part Number	Description	Quantity
83 19 2 451 316	BMW Non-Chlor. Brake Parts Cleaner 10% (15 oz)	As needed
83 23 0 396 713	Grease Klübersynth LF 44-22 (45 gr)	As needed
Refer to ETK	Coil spring cartridge	1 (only when needed)

WARRANTY INFORMATION

Covered under the terms of the BMW New Vehicle Limited Warranty for Passenger Cars and Light Trucks.

Defect Code:	6112553900	Control unit of steering column switch cluster incl. coil spring cassette, interference noises
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Repair

Labor Operation	Description	Labor Allowance
61 31 008	Removing and installing steering column switch cluster (Main work)	Refer to AIR
Or:		

61 31 508	Removing and installing steering column switch cluster (Plus work)	Refer to AIR
And:		
32 99 000	Work time for reinstalling and removing the steering wheel without the SZL and checking for noise, removing the adhesive tape/clean if applicable and grease the coil spring cassette and steering wheel	5 FRU

And, if applicable:

SZL Replacement Required after Performing the above (Excluding the F23)

Labor Operation	Description	Labor Allowance
61 99 000	Work time for the previously performed procedure to remove and correctly remount the steering column switch cluster (SZL)	5 FRU

Or, for the:

F23, only when an SZL Replacement is Required

Labor Operation	Description	Labor Allowance
00 00 006	Performing vehicle test (with vehicle diagnosis system – checking faults) (Main work)	Refer to AIR
Or:		
00 00 556	Performing vehicle test (with vehicle diagnosis system – checking faults) (Plus work)	Refer to AIR
And:		
61 21 528	Support voltage of the vehicle electrical system / recharge vehicle electrical system battery	Refer to AIR
And:		
32 99 000	Work time for reinstalling and removing the steering wheel without the SZL and checking for noise, removing the adhesive tape/clean if applicable and grease the coil spring cassette and steering wheel	5 FRU
And:		
61 99 000	Work time for the previously performed procedure to remove and correctly remount the steering column switch cluster (SZL)	5 FRU
And:		
61 31 513	Replacing the steering column switch cluster	Refer to AIR
And:		
61 00 730	Programming/encoding control unit(s)	Refer to AIR

Only one Main work flat rate labor operation code can be claimed per workshop visit.

Refer to AIR for the corresponding flat rate unit (FRU) allowances for the above.

During the workshop visit for this repair procedure, the above vehicles may also show one or more programming and encoding Technical Campaign repairs open, the programming and encoding procedure may only be invoiced one time.

If you should have this situation, update the vehicle to the required I-level or higher by performing and submitting for it through one of these open Technical Campaigns instead.

Please be sure to also perform any additional before and/or after work (including attaching labels) as required by the open campaigns on the vehicle. Close any other open programming and encoding Campaign repairs as outlined in the corresponding Service Information Bulletin.

Only if the situation above does not apply, the additional flat rate labor operation codes listed above to perform the programming and encoding procedure is then claimable within the work procedures and coverage guidelines described in this bulletin.

And, as needed:

Sublet – Bulk Materials (RO and Claim Comments Required)

Sublet Code 4	Up to \$5.00	Reimbursement for the repair-related bulk materials (Do not use the BMW part numbers for claim submission)
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Sublet reimbursement calculation for claiming the applicable repair-related bulk materials (BMW part numbers) is at the dealer net price amount for the quantities used plus your center's handling.

Enter this material cost in sublet and itemize the amount on the repair order and in claim comment section.

Programming and Encoding - Vehicle Control Units (RO and Claim Comments Required)

This procedure automatically reprograms and encodes any vehicle control modules that do not have the latest software I-level.

If one or more control modules fail during the reprogramming procedure, claim the required consequential repair work procedures to address this issue (including performing the IRAP Control Unit Recovery first as required, refer to the SIB in AIR) under the Defect Code in this bulletin with the labor operations in AIR that apply.

Please explain the additional work procedures that were performed (The why and the what) on the repair order and in the claim comments.

For covered repairs that address control module failures that occurred prior to performing this reprogramming procedure, claim this work with the Defect Code and labor operations (including diagnosis) in AIR that apply.

Other Repairs

For any other covered repairs that were performed after performing diagnosis, claim this work with the Defect Code and labor operations (including diagnosis) in AIR that apply.

Based on which applies to your center, please refer to **SI B01 01 20 or B01 07 20** for claiming your diagnosis work time, job/repair work time, and for the RO/claim repair and work time explanation procedures

QUESTIONS REGARDING THIS BULLETIN

Technical inquiries	Submit feedback at the top of this bulletin
Warranty inquiries	Please contact the Warranty department by either using the Live Chat that's available in the Warranty Documentation Portal or through IDS by selecting Coverage, Policy, Coding Questions and Mileage Corrections
Parts inquiries	Submit an IDS ticket to the Parts Department

